

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: TUOLUMNE COUNTY DEPARTMENT OF SOCIAL SVCS Date Completed: September 13, 2007

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<p>Department will maintain a current list of all foster youth identifying (1) name, (2) age, (3) address, (4) phone number, (5) backup phone number, (6) photo, and (7) any critical medical/mental health information including those foster youth:</p> <p style="text-align: center;">a) <u>placed in the county from out-of-state</u> through the Interstate Compact on the</p>

	<p>Placement of Children (ICPC),</p> <p>b) placed <u>outside of the state of California</u> through the Interstate Compact on the Placement of Children (ICPC),</p> <p>c) placed <u>within the County of Tuolumne</u>, and</p> <p>d) Foster youth placed within the state of California, but <u>outside the County of Tuolumne</u></p> <p>CWS data will be generated by the Child Welfare Services/Case Management System (CWS/CMS) using CAD Business Objects. ICPC information will be provided by existing ICPC tracking tools. Probation placements shall be tracked through monthly updated placement lists provided by the Probation Department.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	Caregivers/Foster parents are advised during training, upon placement of a child, and through newsletters of the toll-free number to be used in times of disaster. When a disaster strikes, the toll-free number will be placed on the CWS and Probation voicemail systems. The toll-free number will be handled by the answering services currently under contract with the Department of Social Services for after-hours crisis calls.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Disaster response shall be initiated by County Chief Administrative Officer or his/her designee. Foster Youth Disaster Preparedness responsibilities shall be directed to the CWS Lead Commander at the direction of the CAO.</p> <p>Department staff will maintain familiarity with protocols to be used in case of evacuation through regular training and annual drills.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance

Process Description:	<p>Disaster response shall be initiated by County Administrative Officer or his/her designee. Foster Youth Disaster Preparedness responsibilities shall be directed to the CWS Lead Commander at the direction of the CAO.</p> <p>Department staff will maintain familiarity with protocols to be used in case of evacuation through regular training and annual drills.</p>
Essential Function:	5. Identification of shelters
Process Description:	The County of Tuolumne has identified multiple disaster shelter locations throughout the area (Lists are maintained in County Mass Care and Shelter Plan). For foster youth, the <i>first</i> shelter location shall be at the Tuolumne County Emergency Children's Shelter. Once located, processed, and tracked, foster youth may be transferred to alternative shelter locations based on need and location.
Essential Function:	6. Parental notification procedures
Process Description:	<p>Parents are advised upon placement of their child and through ongoing communication with their social worker of the toll-free number to be used in times of disaster. When a disaster strikes, the toll-free number will be placed on the CWS and Probation voicemail systems. The toll-free number will be received by the answering service company currently under contract with the Department of Social Services for after-hours crisis calls.</p> <p>When a disaster strikes, and disaster protocols are implemented, a phone tree will be utilized that will include all parents of foster youth.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Disaster protocols will be initiated upon determination that a disaster has occurred, at the direction of the County Administrative Officer or his/her designee. Using the CWS Disaster Plan Chain of Command chart, the CWS Lead Commander will call a "Code Red", thereby implementing alternative business processes for all CWS staff.</p> <p>The CWS Lead Commander will divide unit responsibilities into: Crisis Team (ER Team), Communication Management Team (FM/FR/PP Team), and Support Team (clerical, legal, community health staff). Supervisors of each unit will take command of their respective teams.</p>

	<ul style="list-style-type: none"> • Crisis Team responsibilities include: <ul style="list-style-type: none"> ○ <i>Provide critical tasks to provide safety and support to youth and families.</i> • Communication Management Team include: <ul style="list-style-type: none"> ○ <i>Manage communications through use of phone trees and lists with foster parents, parents, relative caregivers and critical service providers.</i> • Support Team responsibilities include: <ul style="list-style-type: none"> ○ <i>Record Disaster Contact Phone Number and critical information on CWS Main Phone line(s).</i> ○ <i>Communicate to Answering Service Company all critical information as provided by Lead Commander.</i> ○ <i>Provide all support activities as needed by all CWS Response Teams including overseeing any youth at the CWS offices or alternative location.</i>
Essential Function:	8. Staff assignment process
Process Description:	<p><u>Preparedness</u></p> <p>Responsibilities for tasks related to Disaster Preparedness for Foster Youth are delegated among department staff as follows:</p> <ul style="list-style-type: none"> e) CWS Program Manager- <ul style="list-style-type: none"> (1) <i>Monthly review of binders for changes/updates</i> (2) <i>Train staff</i> f) Department of Social Services Safety Coordinator- <ul style="list-style-type: none"> (1) <i>Continually update Mass Care and Shelter Plan with updates to the Disaster Preparedness Plan for Foster Youth</i>

(2) Organize, oversee, and document drills at DSS

g) CWS Office Manager

(1) Using the following sources:

(a) CAD Business Objects report, “Disaster Preparedness Foster Youth List”

(b) ICPC Placement List – Placements from Out-of-State

Refreshed reports will be generated for distribution to all active Disaster Preparedness Plan binders. Binders will be at the following locations:

(i) CWS office

(ii) DSS Mass Care and Shelter binder

(iii) After Hours On-Call bag

(iv) Emergency Children’s Shelter

h) Social Worker/Probation Officer

(1) Photograph foster youth upon placement in digital format

(2) Provide digital photo to CWS Office Manager for insertion into the Disaster Preparedness Plan binder.

Disaster Response

Responsibilities related to managing a disaster include the following:

a) **CWS Program Manager- LEAD COMMANDER**

(1) Initiate Disaster Response Activities

(2) Oversee distribution of phone tree, ensure each team has TEAM COMMANDER identified.

	<p>b) CWS ER Supervisor – CRISIS TEAM COMMANDER</p> <p>(1) <i>Using Disaster Preparedness Plan for Foster Youth and Disaster Plan phone tree, initiate communication with team.</i></p> <p>(2) <i>Organize and oversee Crisis Control Activities; assign activities to staff.</i></p> <p>c) CWS FM/FR/PP Supervisor – COMMUNICATIONS TEAM COMMANDER</p> <p>(1) <i>Using Disaster Preparedness Plan for Foster Youth and Disaster Plan phone tree, initiate communication with team.</i></p> <p>(2) <i>Organize and oversee Communication Management Activities; assign activities to staff.</i></p> <p>d) CWS Office Manager – Support Team</p> <p>(1) <i>Record Disaster Contact Phone Number and critical information on CWS Main Phone line(s).</i></p> <p>(2) <i>Communicate to Answering Service Company all critical information as provided by Lead Commander.</i></p> <p>(3) <i>Provide all support activities as needed by all CWS Response Teams including overseeing any youth at the CWS offices or alternative location.</i></p> <p>e) Social Worker/Probation Officer</p> <p>(1) <u>Crisis Team</u>: <i>Provide critical tasks to provide safety and support to youth and families.</i></p> <p>(2) <u>Communications Team</u>: <i>Manage communications through use of phone trees and lists with foster parents, parents, relative caregivers and critical service providers.</i></p>
Essential Function:	9. Workload planning
Process Description:	

Essential Function:	10. Alternative locations for operations
Process Description:	<p>In a disaster, when operations can no longer be managed at its original location, an alternative location shall be used. The alternative location shall be:</p> <ul style="list-style-type: none"> • Tuolumne County Emergency Children's Shelter 20635 North Sunshine Road Sonora, CA 95370
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>Child Welfare Services (CWS) will maintain a current copy of the Tuolumne County Disaster Preparedness Plan for Foster Youth. At a minimum, one (1) copy will be maintained at the Child Welfare Services office. Additionally, a current copy will be maintained as incorporated in the County of Tuolumne Mass Care and Shelter Plan. One (1) current copy shall be placed in the After Hours On-Call bag. One (1) current copy will be kept at the Emergency Children's Shelter.</p> <p>Department will review its Disaster Preparedness Plan with new hires, shelter staff, and with all staff during emergency drills.</p>
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	Tasks will be limited to highest risk, critical cases until "Code Red" Disaster Activities have been concluded. Crisis Team shall review cases to determine highest risk and respond accordingly.
Essential Function:	2. Implementation process for providing new services
Process Description:	Ongoing case management shall be limited to highest risk cases until "Code Red" Disaster Activities have been concluded. Communications Management Team shall review cases to determine greatest need and respond accordingly.

CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<ol style="list-style-type: none"> 1. Department will regularly review Appendix E (HSA Emergency Contact List) of the County of Tuolumne Mass Care and Shelter Plan to ensure the information is current. 2. Department will regularly review Foster Youth Emergency Contact List (Appendix A of the <i>Tuolumne County Disaster Preparedness Plan for Foster Youth</i>) to ensure the information is current. 3. Department will have staff available that can communicate with each agency and who has knowledge and access to any facility and resident information needed. 4. Department will have advanced emergency plans and arrangements with home health agencies, hospice services, placement agencies and/or authorized representatives, especially in the case of those clients with special medical needs. 5. Department staff will know the location, primary contact person and function of each contact/agency listed. This includes any 911 or 911 call back function.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	Staff phone tree including: Chain of Command, home and cell phone numbers, and address shall be maintained at the CWS office and stored within each Disaster Preparedness binder for use in an emergency.
Essential Function:	3. Communication structure – contracted services
Process Description:	In a disaster, communication shall be made with contractors of critical services only. Contractors who have questions or need information shall be directed to the toll-free number for information.
Essential Function:	4. Communication process when all normal channels are unavailable

Process Description:	Support Team shall initiate contact with CDSS and Tuolumne County IT Department in order to create a website with necessary information.
Essential Function:	5. Communication frequency
Process Description:	Communications shall be on an as needed basis depending on risk.
Essential Function:	6. Communication with media
Process Description:	Media communications shall be determined by the County Administrative Officer or his/her designee.
Essential Function:	7. Communication with volunteers
Process Description:	
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	A toll-free number is currently available to the public for after hours emergencies. This toll-free number will be recorded on the CWS and Probation voicemail systems. The toll-free number will be handled by the answering services currently under contract with the Department of Social Services for after-hours crisis calls. All parents/caregivers/foster parents are advised during upon placement of a child, and through foster parent newsletters of the toll-free number to be used in times of disaster.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	
Essential Function:	2. Use of off-site back-up system
Process Description:	When the alternative operations location has been implemented, access to the State Automated Child Welfare Information System shall be made using laptops via high-speed dial-up connection.

CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	Communications Team Commander shall contact the State of California ICPC Coordinator in order to establish free flow of information regarding foster youth placed through the ICPC process.
Essential Function:	2. Mental health providers
Process Description:	Access to information shall be made available through the use of the toll-free number, websites, and direct communication when critical.
Essential Function:	3. Courts
Process Description:	Access to information shall be made available through the use of the toll-free number, websites, and direct communication when critical.
Essential Function:	4. Federal partners
Process Description:	Access to information shall be made available through the use of the toll-free number, websites, and direct communication when critical.
Essential Function:	5. CDSS
Process Description:	Access to information shall be made available through the use of the toll-free number, websites, and direct communication when critical.
Essential Function:	6. Tribes
Process Description:	Access to information shall be made available through the use of the toll-free number, websites, and direct communication when critical.
Essential Function:	7. Volunteers
Process Description:	Access to information shall be made available through the use of the toll-free number, websites,

	and direct communication when critical.
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